

APPEAL INFORMATION

Background:

ILoka contacted USAC 1.4.16 regarding the following and was told that the issue needed to be submitted as an appeal to the FCC.

From Service Provider:

ILoka Inc (SPIN 143010971 and SPIN 143027136)
Tracey Bedford
160 Inverness Drive West, Suite 100
Englewood CO 80112
303 812 1289
tbedford@newcloudnetworks.com

For Applicant:

Adams County School District 50
(471# 936280) BEN 142127
FRN# 2761691, FRN# 2676505, FRN#2671693
7002 Raleigh St
Westminster CO 80030
Rex Walsh rwelsh@optimal.com

The problem:

USAC had Adams County School District 50 under review for 10 months, beginning March 2015. I contacted USAC the following times to get information on when and if ILOka would receive the USAC reimbursable portions:

Case #550 – 6.30.15 – detail of this is attached.

Case #3165 – 7.17.15

Case #8371 – 8.19.15

Case #22138 – 10.27.15

Case #25342 – 11.9.15

Each of these resulted in an “under review” response from USAC. No other information or direction was given in email, or when USAC was called on the phone. ILOka contacted the E-Rate consultant for, and staff at Adams County School District 50 who submitted to USAC for information. No information beyond “under review” was provided to them.

During this time, ILOka submitted for USAC reimbursement March –May 2015. We did not submit for June because USAC would not tell us if or when we would get reimbursement. At that point, ILOka asked Adams County School District 50 to pay ILOka directly through June, the end of the 2015-16 Fiscal Year, for the total amount due for service. Adams County School District 50 insisted that we ask for reimbursement again in the new fiscal year even though USAC had issued approval.

In the absence of any substantive information from USAC, ILOka did not request June’s USAC portion until all the past reimbursable amounts were sent to ILOka in December 2015. At that time, ILOka requested the last reimbursement for Adams County School District 50 for June 2015 and received from USAC a notice of non-issuance due to “past the invoice date.”

The Relief Sought:

ILoka would like the FCC to waive the invoice deadline due to the circumstances in this case. If USAC had informed ILoka that reimbursement would be approved eventually, ILoka would have continued to invoice USAC for the reimbursable portion for Adams County School District 50 from USAC in the normal deadline. If the FCC waives, or extends the deadline, ILoka could ask USAC to reimburse the approved amount for Adams County School District 50 for June 2015.

Attachments:

1. Report from USAC indicated "invoice received date later than invoice acceptable end date"
2. Copy of Case #550 submitted to USAC asking for information why ILoka was not being reimbursed for Adams 50
3. Response Case #550 Adams 50 is "under review" –no direction as to how ILoka should respond. ILoka, E-Rate consultant, or school district staff calling yielded no further guidance
4. Copy of submittal of reimbursement question to USAC by Adams 50 E-Rate consultant Rex Walsh

Tracey Bedford

ILoka Inc DBA NewCloud Networks

(Formerly Microtech-Tel)

Direct: 303-812-1289 | Service: (877) NCN-0911

tbedford@newcloudnetworks.com | www.newcloudnetworks.com

Attachment 1

143027136|iLOKA,
Inc.|tbedford@newcloudnetworks.com|usacstatement@universalservice.org|3|\$
0.00|Schools And Libraries|As of December 24, 2015
SPI|143027136|ADAMS 200985|2671693|"SLD Invoice Number:2309357;Line Item
Detail Number:7742259;Amount Requested:1044.38;Invoice Received Date
[12/21/2015] Later Than Invoice Acceptable End Date
[10/28/2015];12;"|062015|\$0.00
SPI|143027136|ADAMS 200904|2676505|"SLD Invoice Number:2309358;Line Item
Detail Number:7742260;Amount Requested:667.20;Invoice Received Date
[12/21/2015] Later Than Invoice Acceptable End Date
[10/28/2015];12;"|062015|\$0.00
SPI|143027136|ADAMS 201402|2671691|"SLD Invoice Number:2309359;Line Item
Detail Number:7742261;Amount Requested:1641.46;Invoice Received Date
[12/21/2015] Later Than Invoice Acceptable End Date
[10/28/2015];12;"|062015|\$0.00

Your Total Actual Disbursement: \$0.00.

USAC

18886418722

x3 x5

Mattisa

case number 37860

entity # 142127

sl/dpr@gditz.com

email document
and she will research

Attachment 2

Tracey Bedford

From: admin@portal.usac.org on behalf of EPC Application Administrator
<EPC.Application.Administrator@usac.org>
Sent: Thursday, July 16, 2015 11:04 AM
To: Tracey Bedford
Subject: USAC Notification: New Customer Service Case Created



Hello,

The USAC Client Service Bureau has created the following case:

Nickname: Tracey Bedford

Description: We have not received payment on the preapproved E-Rate amounts for reimbursement for Adams County School District 50 FRN 2671691. I understand that the law that governs USAC requires the organization to give information on what the review is about to the service provider. In addition, Iloka DBA NewCloud Networks has been providing 5 months of service without being paid the amounts USAC indicated the organization intended to pay. Iloka as a business entity cannot miss payments to a service provide without the service being cut off. USAC has put Iloka and Adams County School District 50 in this situation and we expect to hear when the review will be completed.

Priority: High

Created By: Tracey Bedford

Recieved: 7/16/2015 1:04 PM EDT

Case Number: 3165

If the details of the case are not correct, you may view/modify the case record [here](#) or contact us by phone at (888) 203-8100.

Thank you.

Universal Service Administration Company

NOTE: Please do not reply to this email.

This message has been sent by EPC

Records / Customer Service Cases

#550 - Tracey [Follow](#)[Reopen Case](#)

Case Details

Topic Other
Status Closed
Priority High

Created By Tracey Bedford
Created On 6/30/2015 4:02 PM EDT
Organization NewCloud Networks

Case Description

Description We are waiting to hear why NewCloud Networks has not received reimbursement from USAC since March on FRN 2671691 Adams County School District 50. In addition, we have not received funding information for the fiscal year 2015-16 for this customer.

Also, still getting mail from USAC sent to Karen Feldman even though we changed the contact information to Tracey Bedford. Why has it not changed yet?

Case Artifacts

Documents

Name	Uploaded By	Upload Date
No items available		

Attachments

Attachment	Attachment Type
No items available	

Case Thread

User	Note	Date
	Thank you for your inquiry.	
	The invoices are undergoing review for program compliance. If any additional information is necessary to complete the review, the contact person on the invoice will be contacted. Unfortunately, we cannot provide an estimated time for the review to be completed.	
	The 471 forms for entity number 142127 are also in review and no funding letters have been issued.	
USAC	If you are still getting notifications to the wrong contact person after updating your 498, please contact Billings, Collections, and Disbursements (BCD) at one of the following: By Phone: 1-888-641-8722 and select Option 3 By E-Mail: CustomerService@usac.org	6/30/2015 5:31 PM EDT
	If you have any further questions, please feel free to contact our Schools and Libraries Helpline at 1-888-203-8100. Please remember to visit our website for updates: http://www.usac.org/sl	
	Thank you, Schools and Libraries Division Universal Service Administrative Company	

Case Contact

Case Contact Tracey Bedford

Attachment 4
E-Rate Consultant inquiry

Tracey Bedford

From: Rex Welsh <rawelsh@comcast.net>
Sent: Thursday, June 18, 2015 1:33 PM
To: Tracey Bedford
Subject: FW: Initial Contact

FYI!

-----Original Message-----

From: sldnoreply@sl.universalservice.org [mailto:sldnoreply@sl.universalservice.org]
Sent: Monday, June 15, 2015 1:01 PM
To: rawelsh@comcast.net
Subject: RE: Initial Contact

Rex Welsh:

I am not sure what your inquiry is regarding Invoices for FRN 2671693. I see that the 3 most recent Invoices are still in the review process at this time. I do not have an estimated completion date available. If you are looking for additional information, please contact the HELPLINE at 888-203-8100.

Thank you
Operations Support

-----Original Message-----

From: rawelsh@comcast.net
Subject: Initial Contact

[FirstName]=Rex
[LastName]=Welsh
[JobTitle]=Consulting Engineer
[EmailAddress]=rawelsh@comcast.net
[WorkPhone]=3037978557
[FaxPhone]=
[PreviousCaseNumber]=0

[FormType]=Disbursements
[Owner]=BCD
[DateSubmitted]=6/9/2015 5:47:34 PM
[AttachmentFlag]=Y[DisbursementDate]=03-01-2015
[BenOrSpinNumber]=143027136
[BEN]=142127
[SLDInvoiceNum]=N/A
[ApplicationNumber]=936280
[FRN]=2671693
[Question2]=Disbursements have not been received for PRI, CLEC and Analog services for March, April and May of 2015. Network provider has contacted USAC and the comment was USAC has told me that the reason for the delay is an account review. Please advise the district on the status.